Information Technology Accomplishments
April – December 2007

Strategic Advisory Council Briefing -
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Presented by:
Office of Information Resource Management
Barbara Miner, Director of Judicial Administration
Tricia Crozier, Chief Administrative Officer, District Court

Accomplishments
April – December 2007

- Strategic Initiatives

- Policies, Standards & Guidelines

- Infrastructure and Central IT Operations

- Agency Technology Accomplishments

Strategic Initiatives

Enterprise Strategic Initiatives: April - December 2007 Highlights	
Performance Measurement (1.3)	• Monthly score cards and quarterly reports 　–Central IT Services 　–Executive Departments (5 complete, 2 in February)
Business Continuity (4.3)	• Alternate data center agreement with State (~40apps) • Priority communication services implemented for "essential IT staff" • Completed implementation of Remote Access
Document & Records Management (1.6)	• Electronic records management solution selected, operating environment built, baseline business rule configuration completed, organization implementation with Department of Executive Services Human Resources begun
Enterprise Applications (1.1)	• ABT – High level business plan and draft of high level business design • Oracle Financials system upgrade • PeopleSoft HR/Payroll system upgrade
Law, Safety and Justice (1.5)	• Implemented the Booking and Referral System (BARS) • Conducted regional 'train the trainer' sessions on BARS • Deployed BARS/eSuperform

Strategic Initiatives

Enterprise Strategic Initiatives: April - December 2007 Highlights	
Integrated Voice/ Data/Video (4.4)	• Implemented new Voice Mail System • Implemented Internet Protocol Telephony in the new Chinook Building • Implemented new network infrastructure
Security & Privacy (4.1 and 4.2)	• More detail follows
Exec. IT Reorg (3.1)	•More detail follows

Strategic Initiatives Information Security and Privacy

Capital Program

- Completed Networking and Security Tools Project
- Acquired additional Network Intrusion Devices
- Considering the reprioritization of current initiatives to align with more urgent agency needs

Operations

- Conducted eleven (11) digital forensics investigations
- Co-sponsored a CISSP course with the City of Seattle
- Conducted security reviews of PeopleSoft 8.9, LSJI's ISC and Vote-by-Mail systems
- Produced, distributed and collected the 2007 Information Security and Privacy Policy Compliance Report
- Provided seven (7) additional translations of the King County Privacy Notice. Translations now total ten (10)

Strategic Initiatives
IT Reorganization Executive Branch Departments

- Current Status
  - Completed IT Service Delivery Plans
  - Moving deliberately with organizational change

- Consultant Assessment Findings
  - Readiness
  - Structure
  - Needed Capacity

- Anticipated Results
  - Culture focused on customer service
  - Strengthen OIRM's capacity to lead change and to foster collaboration and team work
  - Delivery of efficient and high levels of service

Policies, Standards & Guidelines

Network

Policies

- External Network and Systems Connectivity
- Network Administration
- Network Service and Performance

Standards

- External Network and Systems Connectivity
- Network Administration
- Network Service and Performance
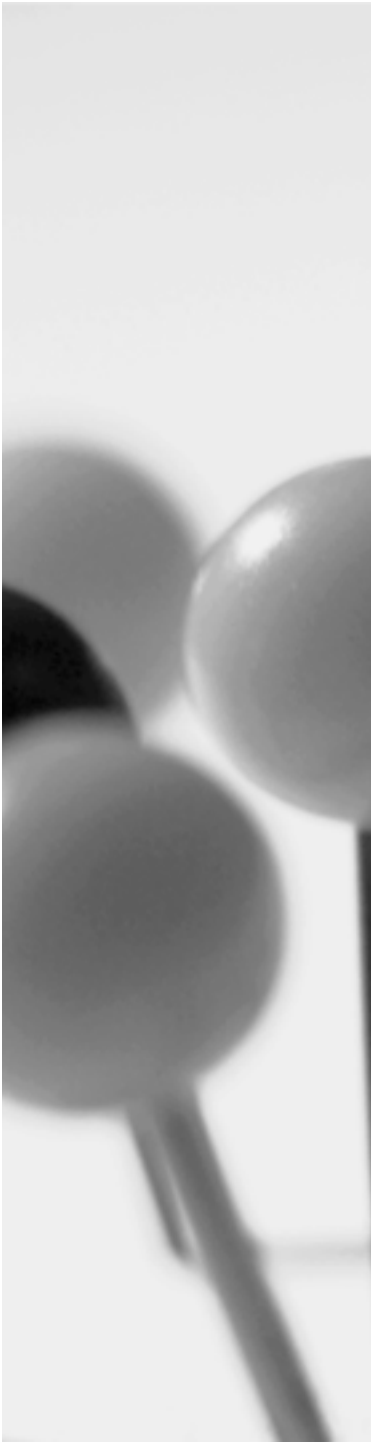
Guidelines

- Network Incident Reporting

General

Policies

- Information Technology Standard Exception Process

Infrastructure and Operations

- Implemented new spam filtering eliminating more than 99.5% of spam e-mail

- Developed I-Net Operations Action Plan

- Completed pilot for Alternative Desktop

- Implemented Web Content Management System
  - Migrated top level pages
  - Implemented new county logo

- Received federal approval and started migration from www.metrokc.gov to www.kingcounty.gov

- Migrated production operations of JJWEB from Superior Court to OIRM

Infrastructure and Operations

- Support of major facilities activities
  - Chinook Building construction and occupancy
  - Infrastructure planning and build-out
    - WorkSource Renton
    - South Treatment Plant Administration Building
    - Earlington Properties (Elections Operations)
  - Server relocation of Public Health and DCHS severs to central data centers

- **Planning for Data Center Relocation**

Executive Department Accomplishments

Executive Department Updates	
Comm. & Health Services	• Digitized paper records for Crisis and Commitments Offices • Commenced internal consolidation of IT staff
Dev. & Environ. Services	• Commenced quantifiable business case for Permit Integration System
Natural Res. and Parks	• Implemented new Solid Waste Cashiering System at all transfer station locations • Upgraded Laboratory Information Management & Plant Information Management systems in West Point & Renton • Implemented Integrated Water Modeling system in Water and Land Resources • Completed Real Estate Portfolio Management system for KC Facilities Management

Executive Department Accomplishments

Executive Department Updates	
Public Health	• Moved 90 servers into new data center in Tukwila • Completed the plan for replacing aging computer equipment • Completed moves and remodels in Community Health Services
Trans.	• Commenced Quantifiable Business Case for Roads Comprehensive Asset and Maintenance Management System • Completed and accepted Smart Card beta test • Signed contracts for On-Board Systems and Transit Radio projects • Expanded Bus WiFi Pilot • Implemented GIS Transportation Network data layer

Executive Department Accomplishments

Executive Department Updates	
Exec. Services	• Completed FMD's Real Estate Portfolio Management system • Implemented event driven benefit enrollment capabilities • Completed ABT readiness improvement to legacy payroll system (paper forms replaced with online forms) • Completed implementation of Disability Accessible Voting Equipment • Introduced automation to animal shelter management
Adult & Juvenile Detention	• Completed Community Corrections Learning Center • Moved internet/intranet content to new Web Content Management System

Agency Accomplishments

Agency Updates	
County Assessor	• Completed a pilot project with the City of Bellevue in receiving building permits electronically. • Rolled out a web app called eListing that allows businesses to file their personal property listings on line • Put in place an equipment replacement plan and are now utilizing tablet PCs to capture date out in the field
Council	• Implemented the Granicus video system • Completed conversion of KCTV to digital recording
Superior Court	• Enhanced video conferencing using new collaborative ViPr. • Increased WiFi coverage at all SC locations (60 sites) • Completed equipment replacement for staff consisting of 475 flat screen monitors and 314 desktop systems. All new systems run Vista. • Implemented SharePoint 2007 for internal communications and collaboration

Agency Accomplishments

Agency Updates	
Judicial Admin.	• Received 2007 Innovations In American Government Award for Electronic Court Records Program
District Court	• Completed Call Center Assessment and short term improvements • Expanded use of Court Master Calendar • Chaired state committee for the selection of vendor for C-Track
Sheriff	• MOU for use of Regional Access Information Network jail booking data and photos • Standardized and secure wireless by KCPCA agencies • Implementation of RAIN facial recognition • Pre-contract work for replacement of records and evidence management system • Upgraded Live Scan workstations at 37 regional city police stations in support of Regional AFIS program

Technology Awards and Recognitions

- **Judicial Administration - Received 2007** Innovations In American Government Award for Electronic Court Records Program

- **District Court –** Finalist in the 2008 WSA technology innovators prestigious Industry Achievement Awards (IAA) program under the category of "Best Use of Technology in the Government, Non-Profit or Education Sector."

Discussion

- Participants' comments and questions